

# County of San Diego

## Low Income Health Program (LIHP)

Enrollee Handbook  
October 2012

# County of San Diego LIHP Enrollee Handbook

**This handbook belongs to:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

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# **County of San Diego LIHP Enrollee Handbook**

**Please read this handbook carefully.**

**It provides you with information on how to receive care through  
the LIHP.**

Your Medical Home/Primary Care Clinic (PCC) is on your LIHP card.

Your Primary Care Doctor is:\_\_\_\_\_

## **LIHP Eligibility Locations (HHSA Family Resource Centers):**

- Centre City, 1255 Imperial Avenue, 5th Floor, San Diego, CA 92101
- El Cajon, 220 S. First Street, El Cajon, CA 92019
- Fallbrook, 130 East Alvarado, Fallbrook, CA 92028
- Lemon Grove, 7065 Broadway, Lemon Grove, CA 91945
- Metro, 1130 10<sup>th</sup> Avenue, San Diego, CA 92101
- North Central, 5055 Ruffin Road, San Diego, CA 92123
- North Coastal, 1315 Union Plaza Ct., Oceanside, CA 92054
- North Inland, 620 E. Valley Parkway, Escondido, CA 92025
- Northeast, 5001 73<sup>rd</sup> Street, San Diego, CA 92115
- Ramona, 1521 Main Street Ramona, CA 92065
- South, 690 Oxford Street, #E, Chula Vista, CA 91911
- Southeast, 4588 Market Street, San Diego, CA 92102

## **Other Useful Telephone Numbers:**

San Diego 211.....211 or 858-300-1211  
Social Security/SSI Applications.....(800) 772-1213  
Medi-Cal (ACCESS).....(866) 262-9881  
The Consumer Center for Health Education and  
Advocacy..... (877) 734-3258

Call the San Diego 211 INFO-LINE for information about other  
health and social services in San Diego County.

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## **LOW INCOME HEALTH PROGRAM (LIHP)**

The San Diego Low Income Health Program (LIHP) is a program for eligible adults, which covers a core set of physical and mental health services.

LIHP consists of 2 components, the Medicaid Coverage Expansion (MCE) and Health Care Coverage Initiative (HCCI).

- MCE – covers individuals with income up to and including 133% of the Federal Poverty Level (FPL).
- HCCI – covers individuals with income above 133%, up to and including 200% FPL.

San Diego's LIHP will offer new enrollment to the MCE portion of LIHP. No new enrollment into HCCI will be allowed per State requirements. Those individuals already enrolled in HCCI who have income within the HCCI range, and who continue to meet eligibility criteria and requirements, will continue to receive services.

The County of San Diego Health and Human Services Agency operates the Low Income Health Program (LIHP) and AmeriChoice manages the day-to-day business. LIHP helps uninsured adult county residents to get medical care and limited mental health services. LIHP uses a network of community health centers, private physicians, public and private mental health clinics, and local hospitals to provide the services.

LIHP covers the cost of your immediate and on-going medical care. Conditions like pregnancy and organ transplants are never covered. Other services may have limited coverage.

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There is no cost sharing (monthly premiums or share of cost) or co-payments required in LIHP.

This handbook tells you where and how to receive LIHP medical and mental health services, and what care is available to you.

## **Handbook – Online Version**

The following link can be used for accessing the online version of this handbook: [sdlihp.org](http://sdlihp.org)

**LIHP does not guarantee payment of all medical services.** LIHP guidelines and requirements must be met in order for payment to occur. You will be notified if payment for your medical bill is denied.

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## **COVERED SERVICES**

### **Services Covered by LIHP (prior approval is not necessary)**

- Evaluation and follow-up care by a primary care provider at your designated primary care site
- Emergency room care for emergent conditions
- Emergent outpatient mental health services (including urgent walk-in triage and assessment)
- Emergency medical transportation
- Emergency dental care
- Pharmaceuticals listed as formulary medications on the LIHP Formulary
- Acute inpatient hospital services
  - Limited to 10 days per year for acute mental health hospitalization
- Radiology (such as x-rays)
- Laboratory services
- Translation services

### **Services That Need To Be Approved In Advance by LIHP**

- Limited preventive medical services
- Medical equipment and supplies
- Scheduled inpatient hospital admissions and services
- Prior-authorized non-emergency medical transportation (when medically necessary, required for obtaining health care and provided for the lowest cost mode available)
- Outpatient Hospital Services
- Physical therapy
- Specialty physician services (including mental health), with mental health benefits as described below:



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- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment
- Prosthetic and orthotic appliances and devices
- Podiatry
- Surgical and diagnostic procedures
- Limited home health services
- Optometry exams and supplies
- Non-formulary prescription medications (all prescriptions must be approved by the FDA)

### **Services Never Covered By LIHP**

- Bariatric Surgery
- Pregnancy and all prenatal services
- Pediatrics
- Family planning and sterilization procedures
- Infertility related services
- Drug and alcohol treatment
- Organ and bone transplants and all services related to obtaining a transplant
- Bone marrow transplants
- Experimental procedures
- Cosmetic procedures in the absence of trauma or significant pathology
- Work examinations
- Completion of medical certificates
- Routine or preventive dental services
- Orthodontia
- Non-FDA-approved medications
- Emergency room visits for after care, follow-up, and to obtain prescriptions

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- Medical or clinical trials, including any medication, treatment, procedure, or professional component related to any clinical trial in which the LIHP enrollee may be involved
- Electroconvulsive therapy (ECT)
- Transcranial Magnetic Stimulation (TMS)
- Vagal Nerve Stimulation
- Observation status (hospital admission for less than 24 hours)

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## **ELIGIBILITY**

Whether you have an unexpected health problem like an infection or an accident, or long term medical problem like diabetes or high blood pressure, LIHP can cover health expenses for you.

There are 3 ways to apply for LIHP:

- Apply online at [www.benefitscalwin.org](http://www.benefitscalwin.org) by selecting the Medi-Cal option.
- Mail a Medi-Cal application to the County.
- Walk in to any of the local Health and Human Services Agency Family Resource Centers (FRC) listed on page 2.

Your application will first be evaluated for Medi-Cal, and if you are not eligible, the County will automatically evaluate your application for LIHP. The County will contact you if additional information is needed.

If you qualify for LIHP you:

- Will be initially approved for up to 12 months.
- Will be asked to choose one of the community health centers as your primary care provider.
- Will receive a LIHP card and a Notice of Action. When you receive any medical service, you should show your card or your Notice of Action to the medical provider. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by the Member ID Number listed on your LIHP card.

### **Retroactive Coverage**

LIHP/MCE offers 1 month retroactive coverage. If you received services in the month prior to your date of application for

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LIHP/MCE (but no earlier than July 1, 2011), you should advise the eligibility worker that you wish to apply for LIHP/MCE retroactive coverage. You may be required to provide additional documentation relating to the retroactive month. This is a separate eligibility evaluation process, and separate notices will be sent to inform you of whether you have been approved or denied for the retroactive month.

If you are approved retroactive coverage, LIHP may cover bills for services you received in the retroactive month you were approved for. You need to advise your health providers to bill LIHP for your services.

### **When Your Card Expires**

Before your card expires, you will need to be evaluated for ongoing LIHP coverage.

There are 3 ways to apply for LIHP:

- Apply online at [www.benefitscalwin.org](http://www.benefitscalwin.org) by selecting the Medi-Cal option.
- Mail a Medi-Cal application to the County.
- Walk in to any of the local Health and Human Services Agency Family Resource Centers (FRC) listed on page 2.

Your application will first be evaluated for Medi-Cal, and if you are not eligible, the County will automatically evaluate your application for LIHP. The County will contact you if additional information is needed.

To renew, go to one of the HHSA locations listed on page 2 to apply for ongoing coverage.

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If you are admitted to the hospital through the emergency room and your LIHP card has expired, the hospital may arrange for you to complete an application while you are in the hospital.

Each time you apply for LIHP you will be asked to provide:

- Proof of identity
- Proof of county residence
- Proof of immigration status, if applicable
- Proof of your current income

<p><b>IF YOU ARE FOUND TO BE ELIGIBLE, LIHP WILL ONLY PAY FOR LIHP COVERED SERVICES THAT HAVE NOT BEEN PAID FOR. LIHP WILL NOT REIMBURSE YOU FOR BILLS YOU HAVE ALREADY PAID.</b></p>
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### **What to Do When You Have Been Injured By Another Person**

If another person causes your injury, that person may be responsible for paying for your medical care. Report to LIHP whenever you have been injured in an accident, including on-the-job injuries. You can call the Third Party Liability section of LIHP at (866) 262-9881 to report the accident.

### **Selecting a Primary Care Provider**

After approval of your eligibility, you will be asked to select one of the community health centers as your primary care provider. The primary care provider you selected will be on the front of your LIHP card.

Your primary care provider coordinates your medical care, as appropriate, either by providing treatment or by sending a Treatment Authorization Request (TAR) to LIHP for treatment that needs approval by LIHP in advance.

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### **Changing Your Primary Care Provider**

You may change your primary care provider by calling the LIHP Enrollee Information Line at **(800) 587-8118**. Please let the representative know the reason for the change. You are an important partner in your medical care and can help doctors and nurses provide the best care possible.

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## **YOUR RIGHTS AND RESPONSIBILITIES**

### **Under LIHP You Have The Right To:**

- Get good medical information so you can make decisions about your health care and treatments.
- Request or refuse medical treatment.
- Receive considerate, respectful care at all times.
- Choose your medical provider within the limits of the program.
- Talk to LIHP staff that can help you with your questions, problems, complaints, and or file a grievance.
- Appeal if you are not satisfied with a program decision (see page 25 for instructions).
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law.
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider.
- Free language, visual and hearing impairment assistance.
- Information about the right to have an Advance Health Care Directive. If you already have one and wish to bring a copy, your provider will add it in your medical record.

### **Under LIHP You Are Responsible For:**

- Calling your primary care provider for medical advice FIRST, except in an emergency.
- Arriving on time for your scheduled appointments.
- Letting your medical care providers know if you do not understand your treatment plan or what is expected of you,

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and if you agree to the treatment recommendations, following your medical care providers' instructions.

- Giving accurate and complete information about your present condition and past illnesses to your medical care providers.
- Treating providers and LIHP staff with respect and dignity.
- Giving accurate information about your financial and residency status to eligibility staff.
- Reporting changes in your financial or living situation to eligibility staff within ten (10) days of the change.
- Reporting any accident or injury caused by another person.



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## **HOW TO RECEIVE LIHP SERVICES**

When you are eligible for LIHP, be sure to follow these instructions so your health care is covered.

### **Dental Services**

Emergency dental services are available to LIHP enrollees. Services are limited to urgent and emergent conditions that are due to trauma or ease acute pain. LIHP does not provide complete dental care such as routine check-ups, preventive care or prophylaxis cleaning. LIHP Dental Locations are on page 28.

### **After-Hours Nurse**

If you want health advice after your medical home has closed, a nurse is available to answer your questions. To access the nurse, call your medical home and you will be connected to an after-hours nurse line.

### **Emergency Room Services**

Emergency room services are ONLY covered if the medical problem requires immediate attention and if the emergency condition is within the LIHP Scope of Services. An emergency is a health problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

### **Inpatient Services**

LIHP covers all of the cost of inpatient services if:

- You are admitted for a covered condition;
- You are admitted because of an emergency; or

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- Your doctor obtains authorization before admitting you to the hospital.

If you get admitted through the emergency room, show your LIHP card to the hospital admitting staff. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by the Member ID Number listed on your LIHP card.

### **Out-of-County Services**

LIHP pays for only emergency services provided in hospital emergency rooms for emergency medical conditions, and/or required post-stabilization care.

The emergency provider, as a condition for receiving payment for emergency services, must notify the San Diego LIHP at (858) 658-8650 (or by fax at (855) 394-7927) within 24 hours of admitting you into the emergency room, and, with respect to post-stabilization care, meet the approval protocols established by the San Diego LIHP.

- Geographic locations where LIHP will cover services:
  - United States, District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands and American Samoa.
- Locations where LIHP is and is not required to cover services:
  - LIHP is not required to pay providers for out-of-network emergency services provided in settings other than a hospital emergency room, such as a physician's office or urgent care clinic, even if those services are for an emergency medical condition.

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- Balance billing:
  - Out-of-network providers must accept LIHP rates as payment in full for services rendered to MCE enrollees and may not balance bill MCE enrollees or otherwise hold MCE enrollees liable for payment. If the local LIHP denies payment for emergency services or post-stabilization care based on the provider's failure to notify the local LIHP or comply with the local LIHP's protocol, the provider may not bill the MCE enrollee for the services.

Further information can be found in the California Department of Health Care Services Out-of-Network Provider Bulletin. The bulletin can be found at: <http://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/ips201202.asp#a3>.

### **Outpatient Services**

Except for emergencies, always contact your primary care provider for your care. The community health center you selected is your primary care provider. Your primary care provider will provide or arrange for all the care that you need. You can access all the covered services listed on pages 7 and 8 (excluding "Services Never Covered by LIHP") through your primary care provider.

### **Pharmacy Services**

LIHP provides covered prescription medicine listed in the LIHP Formulary, which can be found at [sdlihp.org](http://sdlihp.org).

All prescriptions funded by LIHP must be Food & Drug Administration (FDA) approved.

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If your physician prescribes a medicine that is not covered by LIHP, the pharmacist or your physician must request authorization from LIHP before filling your prescription. If LIHP does not authorize the medicine, you may choose to pay for it yourself or talk with your physician for other medicine choices.

All prescriptions must be filled by a pharmacy serving LIHP (listed starting on page 43) or by your primary care provider. You must show your LIHP card or Notice of Action to prove eligibility. If you do not show proof of eligibility, you may be asked to pay for your prescription.

If you fill your prescription at a pharmacy that does not serve LIHP or you fill a prescription for medicine that LIHP did not authorize, you are responsible for paying for the medicine yourself. LIHP will not reimburse you.

### **Specialty Physician Referrals**

LIHP medical staff must approve health care that cannot be provided by your primary care provider in advance. Your primary care provider will tell you if the service has been approved and may help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial from LIHP. To find the nearest specialty provider by you, call 1-800-587-8118.

### **What to Do When Providers Bill You**

Do not ignore bills that you receive from health care providers for services that have been approved by LIHP. Do not send your bills to LIHP. Instead, call the provider who billed you and explain that you are eligible for LIHP. Give the provider your Member ID

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Number, which is on the front of your LIHP card. Your provider can verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by your Member ID Number.

If you fail to notify your provider that you have LIHP, you will be responsible for payment of the provider's bill. If the provider has questions, ask them to call LIHP at (800) 587-8118.

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## **MENTAL HEALTH SERVICES**

LIHP provides limited mental health services:

- Up to 10 days per year of acute inpatient hospitalization in an acute care hospital, psychiatric hospital, or psychiatric health facility.
- Psychiatric pharmaceuticals.
- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment.

To access mental health services, talk to your primary care provider.

### **Additional Mental Health and Substance Abuse Information**

For more information about treatment for alcohol, drug, and mental health problems, please call:

**Alcohol and Drug Services..... (619) 584-5007**  
**Access & Crisis Line ..... (888) 724-7240**  
**TDD for the hearing impaired..... (619) 641-6992**

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## **REFERRALS**

### **Treatment Authorization Request (TAR)**

Services that require prior approval/authorization are requested by physicians and mental health providers on a TAR.

When your primary care provider or specialist submits a TAR to LIHP, it will be reviewed and must meet program guidelines in order to be approved. However, there are instances when a TAR is denied.

You and/or your provider can appeal TAR denials. Refer to the Grievance & Appeals section on page 26 for more information.

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## **MEDI-CAL PROGRAM**

Medi-Cal is California's primary medical coverage program for low income people.

You will be required to apply for Medi-Cal if you have:

- been disabled or expect to be disabled for more than 1 year, or
- latent tuberculosis or active tuberculosis, or
- been identified as potentially eligible for Medi-Cal

LIHP can be approved and cover necessary medical care while your Medi-Cal disability evaluation is pending.

### **Ways to apply for Medi-Cal:**

- Call 2-1-1
- Contact ACCESS:
  - via website <http://www.sdcounty.ca.gov/hhsa/programs/ssp/access/index.html> or
  - by phone at (866) 262-9881
- Apply for Medi-Cal on-line: <http://www.benefitscalwin.org/>
- Apply in person at one of the HHSA Family Resource Centers listed on page 2 (except the Metro office)

LIHP staff can help you go through the Medi-Cal application process.



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## **COMPLAINTS**

When you:

- Have a problem with the program or provider
- Can't get an appointment
- Were denied a medical service and you disagree with the denial

Call LIHP at (800) 587-8118 weekdays between 8:00 a.m. and 5:00 p.m. The LIHP Patient Services Representative can answer your questions and can tell you what you need to do.

If you need more help, the Consumer Center for Health Education and Advocacy known as “The Consumer Center” can also help you. The Consumer Center offers health education and patient advocacy to LIHP and Medi-Cal enrollees. They can help you resolve problems in qualifying for LIHP as well as problems in getting appropriate medical treatment. Their toll free number is (877) 734-3258.

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## **GRIEVANCES AND APPEALS**

### **Grievance**

A “grievance” is an expression of dissatisfaction about any matter other than an action (defined below).

- You have **60 calendar days** from the date of the incident giving rise to the grievance to file a County level grievance.

### **Appeal Actions**

An “appeal” is a request for review of an action. An “action” is:

1. A denial, termination or reduction of eligibility for LIHP.
  2. A denial or limited authorization of a requested service, including the type or level of service.
  3. A reduction, suspension, or termination of a previously authorized service.
  4. A failure to provide LIHP services in a timely manner.
  5. A failure of the County to act within the timeframes for grievances and appeals as outlined here.
- You have **60 calendar days** of the date of the Notice of Action to file a County level appeal.

### **Notice of your right to continue LIHP benefits, called “aid paid pending”**

If you file a request for a County-level appeal or for a State Fair Hearing, you may be able to continue receiving benefits. Benefits include both eligibility for LIHP and health care services.

To receive continuing LIHP benefits (“aid paid pending”), you must follow the rules below:

1. You must file your request for: a) an extension of benefits; and b) for either a County-level appeal or for a

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State Fair Hearing. (You can only ask for State Fair Hearing ***after*** you have had a County-level appeal.)

2. If the request concerns services that were previously authorized but are set to end, your health care provider also may file the request on your behalf. **You or your provider must file the request before the services are set to end.**
3. You or your provider must file a request for a County-level appeal or for a State Fair Hearing either: a) before the intended action is to take place; or b) within 10 days from the date the notice is mailed to you, *whichever is later*.
4. Your benefits will continue until you get a final decision. A decision from a County-level appeal is not final if you request a State Fair Hearing on time (see #3 above).

### **How to Request an Eligibility Grievance or Appeal**

If you disagree with the LIHP eligibility determination, or wish to file a grievance, you have the right to request a review. You must do so within the timeframes listed above. You may request a review by writing to or calling:

San Diego County Health and Human Services Agency  
Appeals Section – GR/LIHP Calendar Clerk  
1255 Imperial Avenue, Suite 300  
San Diego, CA 92101  
Phone: (619) 237-8500

### **How to Request a Service Grievance or Appeals**

If you disagree with the LIHP Treatment Authorization Request (TAR) decision, or wish to file a grievance, you have the right to

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request a review. You must do so within the timeframes listed above. You may request a review by sending a written request to:

LIHP Customer Service Supervisor  
P.O. Box 23667  
San Diego, CA 92193

**The County-level LIHP appeal process must be completed prior to filing a State Fair Hearing**

### **REQUESTING A STATE FAIR HEARING**

If you are dissatisfied with the County-level decision, you may file a State Fair Hearing by calling 1-800-952-5253. For hearing or speech impaired who use TDD, call 1-800-952-8349. Grievances are not appealable to State Fair Hearings.

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## **Dental Locations**

### **Appointments are Required**

#### **Comprehensive Health Center**

3177 Ocean View Boulevard  
San Diego, CA 92113  
(619) 231-9300

#### **Fallbrook Family Health Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

#### **Family Health Centers San Diego – Grossmont/Spring Valley Dental**

8788 Jamacha Road  
Spring Valley, CA 91977  
(619) 515-2330

#### **Family Health Centers San Diego – Logan Heights Dental Clinic**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2394

#### **Family Health Centers San Diego – North Park/Hillcrest Dental Clinic**

3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2434

#### **La Maestra Family Clinic – El Cajon**

183 South First Street  
El Cajon, CA 92019  
(619) 328-1335

#### **La Maestra Family Clinic**

4305 University, Suite 120  
San Diego, CA 92105  
(619) 285-8135

#### **Neighborhood Healthcare – Lakeside Dental**

10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

#### **Neighborhood Healthcare – Pauma Valley**

16650 Hwy. 76  
Pauma Valley, CA 92061  
(760) 742-9919

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## **Dental Locations**

### **Appointments are Required**

#### **Neighborhood Healthcare – Ray M. Dickinson Wellness Center**

425 North Date, Suite 125  
Escondido, CA 92025  
(760) 737-2018

#### **Operation Samahan – Camino Ruiz**

10737 Camino Ruiz, Suite  
235  
San Diego, CA 92126  
(858) 578-4220

#### **Operation Samahan— Highland**

2743 Highland Avenue  
National City, CA 91950  
(619) 474-2284

#### **San Ysidro Health Center**

4004 Beyer Boulevard  
San Ysidro, CA 92173  
(619) 662-4180

#### **Vista Community Clinic**

1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

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## **LIHP Network Hospitals**

### **\*Alvarado Hospital**

6655 Alvarado Road  
San Diego, CA 92120  
(619) 287-3270

### **Fallbrook Hospital District**

624 East Elder Street  
Fallbrook, CA 92028  
(760) 728-1191

### **\*Palomar Hospital Medical Center**

555 East Valley Parkway  
Escondido, CA 92025  
(760) 739-3000

### **\*Paradise Valley Hospital**

2400 East Fourth Street  
National City, CA 91950  
(619) 470-4321

### **\*Pomerado Hospital**

15615 Pomerado Road  
Poway, CA 92064-2405  
(858) 613-4000

### **\*Promise Hospital of San Diego**

5550 University Avenue  
San Diego, CA 92105  
(619) 582-3516

### **Scripps Memorial – Encinitas**

354 Santa Fe Drive  
Encinitas, CA 92024  
(760) 753-6501

### **Scripps Memorial – La Jolla**

9888 Genesee Avenue  
La Jolla, CA 92037  
(858) 457-4123

### **\*Scripps Mercy Hospital**

4077 Fifth Avenue  
San Diego, CA 92103  
(619) 294-8111

### **Scripps Mercy Hospital – Chula Vista**

435 H Street  
Chula Vista, CA 91910  
(619) 691-7000

### **Sharp Chula Vista Medical Center**

751 Medical Center Court  
Chula Vista, CA 91911  
(619) 482-5800

### **Sharp Coronado Hospital**

250 Prospect Place  
Coronado, CA 92118  
(619) 522-3600

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Hospitals**

### **\*Sharp– Grossmont Hospital**

5555 Grossmont Center  
Drive  
La Mesa, CA 91942  
(619) 740–6000

### **Sharp Memorial Hospital**

7901 Frost Street  
San Diego, CA 92123  
(858) 939–3400

### **\*Tri–City Medical Center**

4002 Vista Way  
Oceanside, CA 92056  
(760) 724–8411

### **\*UCSD Medical Center**

200 West Arbor Drive  
San Diego, CA 92103  
(619) 543–6222

### **UCSD Thornton Hospital**

9300 Campus Point Drive  
La Jolla, CA 92037  
(858) 550–0115

**\* Hospitals that provide  
inpatient psychiatric services.**



# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Mental Health Hospitals**

### **\*\*\*Alvarado Parkway Institute**

7050 Parkway Dr.  
La Mesa, CA 91942  
(619) 465-4411

### **\*\*Bayview Hospital**

330 Moss St.  
Chula Vista, CA 91911  
(619) 426-6310

### **\*Palomar Pomerado Health System**

555 East Valley Parkway  
Escondido, CA 92025  
(760) 739-3240

### **\*Paradise Valley Hospital**

2400 East 4th Street  
National City, CA 91950  
(619) 470-4321

### **\*Pomerado Hospital**

15615 Pomerado Road  
Poway, CA 92064-2405  
(858) 613-4000

### **\*Promise Hospital of San Diego**

5550 University Avenue  
San Diego, CA 92105  
(619) 582-3800

### **\*Scripps Mercy Hospital**

4077 Fifth Avenue  
San Diego, CA 92103  
(619) 294-8111

### **\*Sharp – Grossmont Hospital**

5555 Grossmont Center  
Drive  
La Mesa, CA 91942  
(619) 740-6000

### **\*\*\*Sharp Mesa Vista**

7850 Vista Hill Ave.  
San Diego, CA 92123  
(858) 278-4110

### **\*Tri–City Medical Center**

4002 Vista Way  
Oceanside, CA 92056  
(760) 940-7396

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Mental Health Hospitals**

### **\*UCSD Medical Center**

415 Dickinson Street  
San Diego, CA 92103  
(619) 543-6222

- \*** Hospitals that provide inpatient psychiatric services
- \*\*** Psychiatric hospital services only
- \*\*\*** Psychiatric Hospital services for 19 and 20 year-olds only

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Primary Care Clinics**

### **BORREGO SPRINGS MEDICAL CENTER**

4343 Yaqui Pass Road  
Borrego Springs, CA 92004  
(760) 767-5051

### **Centro Medico – El Cajon**

396 North Magnolia  
El Cajon, CA 92020  
(619) 401-0404

### **Borrego Julian Medical Clinic**

2721 Washington Street  
Julian, CA 92036  
(760) 765-1223

### **COMMUNITY HEALTH SYSTEMS**

#### **Fallbrook Family Health Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

### **FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO**

#### **Beach Area FHC**

3705 Mission Boulevard  
San Diego, CA 92109  
(619) 515-2444

### **FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO**

#### **(continued)**

#### **Chase Avenue FHC**

1111 West Chase Avenue  
El Cajon, CA 92020  
(619) 515-2499

#### **Chula Vista FHC**

251 Landis Avenue  
Chula Vista, CA 91910  
(619) 515-2500

#### **City Heights FHC**

5454 El Cajon Boulevard  
San Diego, CA 92115  
(619) 515-2400

#### **Diamond Neighborhoods FHC**

220 Euclid Avenue, Suite 40  
San Diego, CA 92114  
(619) 515-2560

#### **Downtown FHC**

1145 Broadway  
San Diego, CA 92101  
(619) 515-2525

#### **Elm Street FHC**

140 Elm Street  
San Diego, CA 92101  
(619) 515-2520

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Primary Care Clinics**

### **FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO**

**(continued)**

#### **Grossmont/Spring Valley FHC**

8788 Jamacha Road  
Spring Valley, CA 91977  
(619) 515-2555

#### **Lemon Grove FHC**

7592 Broadway  
Lemon Grove, CA 91945  
(619) 515-2550

#### **Logan Heights FHC**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2300

#### **North Park FHC**

3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2424

#### **Sherman Heights FHC**

2391 Island Avenue  
San Diego, CA 92102  
(619) 515-2435

### **IMPERIAL BEACH HEALTH CENTER**

949 Palm Avenue  
Imperial Beach, CA 91932  
(619) 429-3733

#### **Nestor**

1016 Outer Road  
San Diego, CA 92154  
(619) 429-3733

### **LA MAESTRA FAMILY CLINIC**

4060 Fairmount Avenue  
San Diego, CA 92105  
(619) 280-4213

#### **El Cajon**

165 South First Street  
El Cajon, CA 92019  
(619) 312-0347

#### **National City Clinic**

217 Highland Avenue  
National City, CA 91950  
(619) 434-7308

### **MOUNTAIN HEALTH & COMMUNITY SERVICES**

#### **Alpine Family Medicine**

1620 Alpine Boulevard  
#B119  
Alpine, CA 91901  
(619) 445-6200

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Primary Care Clinics**

### **MOUNTAIN HEALTH & COMMUNITY SERVICES (continued)**

**Escondido Family Medicine**  
255 North Ash Street, Suite  
101  
Escondido, CA 92027  
(760) 745-5832

**Mountain Empire Family  
Medicine**  
31115 Highway 94  
Campo, CA 91906  
(619) 478-5311

**25th Street Family Medicine**  
316 25<sup>th</sup> Street, Ste 101  
San Diego, CA 92102  
(619) 238-5551

### **NEIGHBORHOOD HEALTHCARE El Cajon**

855 East Madison  
El Cajon, CA 92020  
(619) 440-2751

**Lakeside**  
10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

### **NEIGHBORHOOD HEALTHCARE (continued)**

**Escondido – North Elm**  
460 North Elm Street  
Escondido, CA 92025  
(760) 737-2000

**Escondido – Grand**  
1001 E. Grand Ave.  
Escondido, CA 92025  
(760) 520-8200

**Pauma Valley**  
16650 Highway 76  
Pauma Valley, CA 92061  
(760) 742-9919

**Ray M. Dickinson Wellness  
Center**  
425 North Date Street, Suite  
203  
Escondido, CA 92025  
(760) 520-8300

### **NORTH COUNTY HEALTH SERVICES**

**Ramona Health Center**  
217 East Earlham Street  
Ramona, CA 92065  
(760) 789-1223

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Primary Care Clinics**

### **OPERATION SAMAHAN INC.**

#### **Health Clinic**

10737 Camino Ruiz, Suite  
235

San Diego, CA 92126  
(858) 578-4220

#### **Family Clinic**

2743 Highland Avenue  
National City, CA 91950  
(619) 474-8686

#### **Community Health Center**

2835 Highland Ave., Ste A  
National City, CA 91950  
(619) 474-5567

### **SAN DIEGO AMERICAN INDIAN HEALTH CENTER**

2630 First Ave  
San Diego, CA 92103  
(619) 234-2158

### **SAN DIEGO FAMILY CARE**

#### **Linda Vista Health Care Center**

6973 Linda Vista Road  
San Diego, CA 92111  
(858) 279-0925

### **SAN DIEGO FAMILY CARE**

#### **(continued)**

#### **Mid City Community Clinic**

4290 Polk Avenue  
San Diego, CA 92105  
(619) 563-0250

### **SAN YSIDRO HEALTH CENTER**

4004 Beyer Boulevard  
San Ysidro, CA 92173  
(619) 428-4463

#### **Chula Vista Family Clinic**

865 Third Avenue, Suite 133  
Chula Vista, CA 91911  
(619) 498-6200

#### **Comprehensive Health Center –Ocean View**

3177 Ocean View Boulevard  
San Diego, CA 92113  
(619) 231-9300

#### **King–Chavez Health Center – Euclid**

950 Euclid Avenue  
San Diego, CA 92114  
(619) 662-4100

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Primary Care Clinics**

### **SAN YSIDRO HEALTH CENTER (continued)**

**National City Family Clinic**  
1136 D Avenue  
National City, CA 91950  
(619) 336-2300

**Otay Family Health Center**  
1637 Third Avenue, Suite B  
Chula Vista, CA 91911  
(619) 205-1360

**Paradise Hills Family Clinic**  
2400 E. 8<sup>th</sup> Street, Ste A.  
National City, CA 91950  
(619) 662-4100

**South Bay Family Health  
Center  
(Urgent Care Clinic)**  
340 4th Avenue, Suite #7  
Chula Vista, CA 91910  
(619) 205-1960

**SOUTHERN INDIAN HEALTH  
COUNCIL**  
4058 Willows Road  
Alpine, CA 91901  
(619) 445-1188

**ST. VINCENT de PAUL  
VILLAGE FAMILY CENTER**  
1501 Imperial Avenue  
San Diego, CA 92101  
(619) 233-8500

### **VISTA COMMUNITY CLINICS**

**Vista Community Clinic**  
1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

**Vista Community Clinic –  
Grapevine**  
134 Grapevine Drive  
Vista, CA 92083  
(760) 631-5000

**Vista Community Clinic –  
Horne Street**  
517 N. Horne Street  
Oceanside, CA 92054  
(760) 631-5000

**Vista Community Clinic –  
North River Rd**  
4700 North River Road  
Oceanside, CA 92057  
(760) 631-5000

**County of San Diego LIHP  
Enrollee Handbook**

**LIHP Network Primary Care Clinics**

**VISTA COMMUNITY CLINICS**

**(continued)**

**Vista Community Clinic – Pier**

**View Way**

818 Pier View Way

Oceanside, CA 92054

(760) 631-5000



# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Mental Health Clinics**

### **COMMUNITY RESEARCH FOUNDATION**

#### **Areta Crowell**

1963 4th Avenue  
San Diego, CA 92101  
(619) 233-3432

#### **Douglas Young Center**

10717 Camino Ruiz, Suite  
207  
San Diego, CA 92126  
(858) 695-2211

#### **Heartland Center**

1060 Estes Street  
El Cajon, CA 92020  
(619) 440-5133

#### **Maria Sardinas Center #770**

1465 30th Street, Suite K  
San Diego, CA 92154  
(619) 428-1000

#### **South Bay Guidance**

835 3rd Ave, Suite C  
Chula Vista, CA 91910  
(619) 427-4661

### **EAST COUNTY MENTAL HEALTH CENTER**

1000 Broadway, Suite 210  
El Cajon, CA 92021  
(619) 401-5500

### **FAMILY HEALTH CENTERS OF SAN DIEGO –**

#### **LOGAN HEIGHTS FAMILY COUNSELING CENTER**

2204 National Avenue  
San Diego, CA 92113  
(619) 515-2355

### **NEIGHBORHOOD HOUSE ASSOCIATION – PROJECT ENABLE**

286 Euclid Avenue, Suite 102  
San Diego, CA 92114  
(619) 266-2111

### **NORTH CENTRAL MENTAL HEALTH CENTER**

1250 Morena Blvd, 1st Floor  
San Diego, CA 92110  
(619) 692-8750

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Mental Health Clinics**

### **MENTAL HEALTH SYSTEMS, INC.**

#### **Kinesis (BPSR) Wellness Recovery Center**

474 W. Vermont Avenue,  
Suite 101  
Escondido, CA 92025  
(760) 480-2255

#### **North Coastal Mental Health Center**

1701 Mission Ave, Suite A  
Oceanside, CA  
(760) 967-4475

#### **North Inland Mental Health Center**

125 West Mission Ave, Suite  
103  
Escondido, CA 92025  
(760) 747-3424

#### **Vista Wellness Recovery Center**

550 W. Vista Way, Ste. 407  
Vista, CA 92083  
(760) 758-1092

### **SAN DIEGO LESBIAN, GAY, BISEXUAL AND TRANSGENDER COMMUNITY CENTER**

3909 Centre Street  
San Diego, CA 92103  
(619) 692-2077

### **SOUTHEAST MENTAL HEALTH CENTER**

3177 Ocean View Blvd  
San Diego, CA 92113  
(619) 595-4400

### **UCSD OUTPATIENT PSYCHIATRIC SERVICES Gifford Clinic**

140 Arbor Drive  
San Diego, CA 92103  
(619) 543-6101

### **UNION OF PAN ASIAN COMMUNITIES East Wind Club House**

8745 Aero Drive, Suite 330  
San Diego, CA 92123  
(858) 268-4933

**County of San Diego LIHP  
Enrollee Handbook**

**LIHP Network Mental Health Clinics**

**UNION OF PAN ASIAN**

**COMMUNITIES**

**(continued)**

**Counseling & Treatment**

**Center**

5348 University Avenue,

Suites 101 & 120

San Diego, CA 92105

(619) 229-2999

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

You must show proof of LIHP eligibility (LIHP Card or Notice of Action). LIHP prescriptions may be filled at your primary care site where pharmacy services are available, or at any of the following pharmacies.

For the most current pharmacy listing, please check the LIHP website at [sdlihp.org](http://sdlihp.org).

**All Costco, CVS, Ralphs, Rite Aid, Sav-On, Target, Vons, Walgreens, and Wal-Mart pharmacies throughout San Diego County**

### **Advanced Diabetes Supply**

2544 Campbell Place, Suite 150  
Carlsbad, CA 92009  
(760) 434-9887

### **Allen's Pharmacy**

1141 6<sup>th</sup> Avenue  
San Diego, CA 92101  
(619) 232-8108

### **Alvarado Community Pharmacy**

6367 Alvarado Court #109  
San Diego, CA 92120  
(619) 287-7697

### **Alvarado Medical Plaza Pharmacy**

5555 Reservoir Drive, Suite 114  
San Diego, CA 92120  
(619) 287-5035

### **Asmar Community Pharmacy**

436 S Magnolia Avenue,  
Suite 102  
El Cajon, CA 92020  
(619) 447-9900

### **Bioscrip Pharmacy**

3900 Fifth Avenue, Suite 110  
San Diego, CA 92103  
(619) 291-5474

### **Borrego Community Health Foundation**

655 Palm Canyon Drive, Suite B  
Borrego Springs, CA 92004  
(760) 767-3047

### **C And A Pharmacy**

488 East Valley Parkway,  
Suite 101  
Escondido, CA 92025  
(760) 489-1668

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

### **Care Drugs Pharmacy**

505 North Mollison, Suite 101  
El Cajon, CA 92021  
(619) 441-1188

### **Care Pharmacy**

5065 El Cajon Blvd  
San Diego, CA 92115  
(619) 501-8046

### **Care Plus CVS/Pharmacy**

1010 University Avenue  
San Diego, CA 92103  
(619) 291-7377

### **Clarks Greenfield Pharmacy**

1685 East Main Street, Suite 101  
El Cajon, CA 92021  
(619) 441-5800

### **Community Medical Pharmacy**

610 Gateway Center Way #A  
San Diego, CA 92102  
(619) 262-0560

### **Community Medical Pharmacy Chula Vista**

750 Medical Center Court,  
Suite 1  
Chula Vista, CA 91911  
(619) 421-1131

### **Community Pharmacy of Escondido**

757 East Valley Parkway  
Escondido, CA 92025  
(760) 743-6300

### **Community Pharmacy of Valley Center**

29115 Valley Center Road,  
Suite F  
Valley Center, CA 92082  
(760) 749-1156

### **Community, A Walgreens Pharmacy**

640 University Avenue  
San Diego, CA 92103  
(619) 295-6688

### **Comprehensive Health Center Pharmacy**

3177 Oceanview Blvd  
San Diego, CA 92113  
(619) 231-9300

### **Drug Co Pharmacy**

307 North Ash Street  
Escondido, CA 92027  
(760) 745-6672

### **Edith And William Perlman Pharmacy**

9350 Campus Point Drive  
La Jolla, CA 92037  
(858) 657-8610

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

### **Fallbrook Pharmacy**

343 East Alvarado Street  
Fallbrook, CA 92028  
(760) 728-1607

### **Galloway's Medical Center Pharmacy**

2995 National Avenue  
San Diego, CA 92113  
(619) 525-1551

### **Grossmont Pharmacy**

5565 Grossmont Center  
La Mesa, CA 91942  
(619) 462-2400

### **Hillcrest Pharmacy**

120 University Avenue  
San Diego, CA 92103  
(619) 260-1010

### **Imperial Beach Pharmacy**

720 Hwy 75  
Imperial Beach, CA 91932  
(619) 424-8143

### **La Maestra Community Pharmacy**

4060 Fairmount Avenue  
San Diego, CA 92105  
(619) 564-7014

### **La Mesa Pharmacy, Inc.**

8301 La Mesa Blvd  
La Mesa, CA 91942  
(619) 466-3246

### **Leo's Lakeside Pharmacy**

9943 Maine Avenue  
Lakeside, CA 92040  
(619) 443-1013

### **Linda Vista Pharmacy**

2361 Ulric Street  
San Diego, CA 92111  
(858) 277-6147

### **Logan Heights Family Health Center**

1809 National Avenue  
San Diego, CA 92113  
(619) 234-8171

### **Med Care Pharmacy**

161 Thunder Drive #100  
Vista, CA 92083  
(760) 758-7650

### **Medco Drugs**

1252 Broadway  
El Cajon, CA 92021  
(619) 440-3448

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

### **Medical Arts Pharmacy**

8851 Center Drive, Suite 110  
La Mesa, CA 91942  
(619) 461-8551

### **Medical Center Pharmacy**

340 4th Avenue, Suite 1  
Chula Vista, CA 91910  
(619) 422-9291

### **Medical Center Pharmacy**

7910 Frost Street, Suite 130  
San Diego, CA 92123  
(858) 560-1911

### **Medical Center Pharmacy**

855 3rd Avenue, Suite 1102  
Chula Vista, CA 91911  
(619) 585-0665

### **Medical Center Pharmacy**

765 Medical Center Court,  
Suite 208  
Chula Vista, CA 91911  
(619) 656-2846

### **Medical Center Pharmacy**

310 Santa Fe Drive, Suite 109  
Encinitas, CA 92024  
(760) 753-9433

### **Medical Center Pharmacy**

1635 3rd Avenue, Suite A  
Chula Vista, CA 91911  
(619) 585-8818

### **Mercy Care Pharmacy**

488 East Valley Parkway, Suite 101  
Escondido, CA 92025  
(760) 294-0014

### **ModernHEALTH**

13220 Evening Creek Drive South,  
Suite 110  
San Diego, CA 92128  
(858) 668-3350

### **Neighborhood Healthcare Escondido**

460 North Elm Street  
Escondido, CA 92025  
(760) 737-2025

### **Nudos Pharmacy**

455 North Magnolia Avenue  
El Cajon, CA 92020  
(619) 442-0303

### **Omnicare Of San Diego**

5825 Oberlin Drive, Suite 300  
San Diego, CA 92121  
(858) 453-8948

### **Paradise Hills Pharmacy**

5865 Cumberland Street  
San Diego, CA 92139  
(619) 470-3710

# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

### **Park Boulevard Pharmacy**

3904 Park Blvd  
San Diego, CA 92103  
(619) 295-3109

### **Pillco Pharmacy**

8575 Los Coches Road, Suite 5  
El Cajon, CA 92021  
(619) 561-5602

### **PJ Prescription Shoppe**

3405 Kenyon Street, Suite 107  
San Diego, CA 92110  
(619) 223-5404

### **Plaza Pharmacy**

2220 East Plaza Blvd, Suite L  
National City, CA 91950  
(619) 267-0768

### **Price Rite Pharmacy**

5115 Garfield Street  
La Mesa, CA 91941  
(619) 469-0161

### **Priority Pharmacy**

3940 Fourth Avenue, Suite 150  
San Diego, CA 92103  
(619) 574-9700

### **Quality Care Pharmacy**

727 West San Marcos Blvd,  
Suite 113  
San Marcos, CA 92078  
(760) 744-5959

### **Rancho Park Pharmacy**

1331 Encinitas Blvd  
Encinitas, CA 92024  
(760) 436-2011

### **Sams Pharmacy**

6336 College Grove Way  
San Diego, CA 92115  
(619) 858-0097

### **San Ysidro Health Center Pharmacy**

4004 Beyer Blvd  
San Ysidro, CA 92173  
(619) 428-5354

### **Semca Pharmacy, Inc.**

286 Euclid Avenue, Suite 206  
San Diego, CA 92114  
(619) 263-6635

### **The Medicine Shoppe**

2939 Alta View Drive, Suite L  
San Diego, CA 92139  
(619) 470-4550



# **County of San Diego LIHP Enrollee Handbook**

## **LIHP Network Pharmacies**

### **Tri City Branch Dispensary**

161 Thunder Drive, Suite 212  
Vista, CA 92083  
(760) 631-5030

### **UCSD Ambulatory Care Clinic Pharmacy**

4168 Front Street, Room 1127  
San Diego, CA 92103  
(619) 543-5934

### **UCSD Medical Center Pharmacy**

200 West Arbor Drive,  
Suite 8765  
San Diego, CA 92103  
(619) 543-3279

### **UCSD Medical Group Pharmacy**

330 Lewis Street, 2nd Floor  
San Diego, CA 92103  
(619) 471-9235

### **UCSD Moores Cancer Center**

3855 Health Science Drive,  
Suite 0845  
La Jolla, CA 92093  
(858) 822-6088

### **Upas Pharmacy**

3332 3rd Avenue  
San Diego, CA 92103  
(619) 297-1677

### **Vista Community Clinic Pharmacy**

1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

### **Vista Community Clinic – Grapevine**

134 Grapevine Drive  
Vista, CA 92083  
(760) 631-5030

### **Wells Drug**

2403 East Plaza Blvd  
National City, CA 91950  
(619) 267-8882

### **White Cross Pharmacy**

4074 Fairmount Avenue  
San Diego, CA 92105  
(619) 284-1141